

EXHIBIT G



Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

CGB

March 20, 2014

Ross Good
3701 Algonquin Rd
760
Rolling Meadows, IL

FOIA No. 2014-253

Dear Mr. Good:

This letter responds to your recent Freedom of Information Act (FOIA) request received by the Federal Communications Commission (FCC or Commission) and assigned to the Consumer & Governmental Affairs (CGB) and Enforcement (EB) Bureaus. Your request seeks copies of all documentation, including complaints that mention any of the following telephone numbers: 1) 800-745-3000; 2) 866-247-0920; 3) 877-272-7614; 4) 877-649-2827; 5) 888-703-9205; and the website or business entity "buccaneers" or buccaneers.com.

My staff conducted a search of the databases containing informal complaints. According to the Commission's Records Control Schedule for Informal Complaints ("Records Control Schedule"), the Commission is not required to maintain informal complaints and related correspondence for more than three years after the case is closed. *See N1-173-07-1, FCC Disposition Authority*. Therefore, all complaint records prior to January 1, 2011, have been purged pursuant to the Records Control Schedule. My staff found approximately thirty-nine responsive documents. Copies of the complaints are enclosed. EB found no additional documents.

All personal identifying information has been redacted based on Exemption 6 of FOIA, which permits agencies not to disclose files that would clearly invade personal privacy.¹ Some FCC employee names have also been redacted based on Exemption 2 of FOIA, which permits agencies not to disclose internal personnel rules and practices.²

The FCC receives many complaints and comments that do not involve violations of the Communications Act or any FCC rule or order. Thus, a complaint or comment does not necessarily indicate any wrongdoing by any individuals or entities named in the complaint or comment.

FOIA and FCC rules require the FCC to charge requesters for time spent searching for and reviewing responsive documents, and for copying them.³ Based on your

¹ 5 U.S.C. § 552 (b)(6); *see also* 47 C.F.R. § 0.457(f).

² 5 U.S.C. § 552(b)(2); *see also* 47 C.F.R. § 0.457(b).

³ 5 U.S.C. § 552(a)(4)(A)(i); 47 C.F.R. § 0.470.

classification as a "commercial" requester, the FCC charges you the full cost of searching for, reviewing and duplicating the records you seek.⁴ The total charge for processing your FOIA request is \$278.14. The search and review was conducted by a GS-14 employee for four (4) hours at an hourly rate of \$68.56. The fee for duplication of documents being furnished to you is \$3.90 (39 pages x \$0.10 per page).⁵ The Financial Operations Division, Office of Managing Director, Federal Communications Commission, will send you a bill for this amount soon. Interest will be assessed on the fee owed if it is not paid within 30 days of the date of the bill.⁶

If you think this response denies your FOIA request, you may file an application for review of this decision with the FCC's Office of the General Counsel within 30 days.⁷ Both the application and envelope containing it must be marked "Review of Freedom of Information Action" and the application should refer to FOIA Control Nos. 2014-253.

Sincerely



Nancy Stevenson
Deputy Chief
Consumer Policy Division
Consumer & Governmental Affairs Bureau

Enclosures

⁴ 47 C.F.R. § 0.470(a)(1).

⁵ 47 C.F.R. § 0.465 (c)(2).

⁶ 47 C.F.R. § 0.468.

⁷ 47 C.F.R. § 0.461(j).

877-649-2827

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00403204-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Trusted Home Care, Inc., DBA Home Instead Senior Care-Jeannah Haber		
Address	3800 S. Tamiami Trl., Ste. 314		
City/State/Zip Code	Sarasota	FL	34239
Complaint Information			
Company	Group Tickets		
Comments	Sport Event Tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00403425-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bb</i>		
Address			
City/State/Zip Code	TAVARES	FL	32778
Complaint Information			
Company	TAMPA BAY BUCCANEERS		
Comments	GROUP SEATING TICKETS WWW.BUCCANEERS.COM		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00404336-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bb</i>		
Address			
City/State/Zip Code	Tampa	FL	33602
Complaint Information			
Company	tampa bay buccaneers	Tampa Bay Buccaneers	
Comments	football game tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00404438-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Reese's Plants-Philip Reese		
Address	161 Marshall Street		
City/State/Zip Code	Safety Harbor	FL	34695
Complaint Information			
Company	Tampa Bay Buccaneers		
Comments	Football tickets www.buccaneers.com		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00407061-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	Paralegal Services-Henry Lavado		
Address	5422 Fulmar Drive		
City/State/Zip Code	Tampa	FL	33625
Complaint Information			
Company	Buccaneers		
Comments	Buccaneers Group Tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00417559-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] <i>bl</i>		
Address			
City/State/Zip Code	Tampa	FL	33610
Complaint Information			
Company	Tampa Bay Buccaneers		
Comments	Group Tickets Claimed that they hired Faxqom who claimed I opted in. That his totally false.		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00490084-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	ALBERT A HAAB CPA-FRANK OWEN, ESQ		
Address	900 S FEDERAL HWY STE C		
City/State/Zip Code	HOLLWOOD	FL	33020
Complaint Information			
Company	GROUP TICKETS	TAMPA BAY BUCCANEERS	
Comments	BUCCANEERS GROUP TICKETS ONE BUCCANEER PLACE TAMPA FL 33607 WWW.BUCCANEERS.COM ** NO OPT-OUT NOTICE WHATSOEVER		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00557783-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] b6		
Address	[REDACTED]		
City/State/Zip Code	TAVARES	FL	32778
Complaint Information			
Company	BUCCANEERS SALES DEPARTMENT	TAMPA BAY BUCCANEERS	
Comments	TAMPA BAY BUCCANEER GROUP TICKETS WWW.BUCCANEERS.COM		

866-247-0920

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00569276-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] bb		
Address	[REDACTED]		
City/State/Zip Code	San Francisco	CA	94127
Complaint Information			
Company	Financial Services West		
Comments	home loan analysis & modification scam		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00572397-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bb</i>		
Address	[REDACTED]		
City/State/Zip Code	doral	FL	33178
Complaint Information			
Company	dept of us mortgage holders		
Comments	loan audit/loan modification did not fax back removal request as many have reported that once removal request is sent i will receive more junk faxes in retaliation. please advise.		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00573422-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] b4		
Address	[REDACTED]		
City/State/Zip Code	Somerville	MA	02144
Complaint Information			
Company	Dept of U.S Mortgage Holders		
Comments	Mortgage refinancing		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00575390-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] <i>bl</i>		
Address	851		
City/State/Zip Code	Yuba City	CA	95992
Complaint Information			
Company	Financial Services West		
Comments	They sent 12 black pages with no cover or ID info.		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00582689-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] 56		
Address	[REDACTED]		
City/State/Zip Code	The Woodlands	TX	77382
Complaint Information			
Company	www.golakeconroe.com		
Comments			

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00586103-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] bk		
Address	[REDACTED]		
City/State/Zip Code	Venice	CA	90291
Complaint Information			
Company	Dept of U.S. Mortgage Holders		
Comments	<p>Steve Simms - when he faxed back to me, that's the name at the top (I faxed a remove request to him, I got back "HEY FUCK OFF ASSHOLE" back from him).</p> <p>I sent a removal request by fax to the number listed for "fax back for more info" and I got my fax sent back to me with "HEY FUCK OFF ASSHOLE" as the "to"</p>		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00591178-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Barkley Court Reporters-Chelsea Miller		
Address	1875 Century Park East		
City/State/Zip Code	Los Angeles	CA	90067
Complaint Information			
Company	Dept. of U.S. Mortgage Holders	Dept. of U.S. Mortgage Holders / State	
Comments			

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00593800-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] b2		
Address	[REDACTED]		
City/State/Zip Code	Irvine	CA	92603
Complaint Information			
Company	Dept. of US Mortgage Holders		
Comments	Did not work. Average 1 fax per week.		

888-703-9205

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00403204-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Trusted Home Care, Inc. DBA Home Instead Senior Care-Jeannah Haber		
Address	3800 S. Tamiami Trl., Ste. 314		
City/State/Zip Code	Sarasota	FL	34239
Complaint Information			
Company	Group Tickets		
Comments	Sport Event Tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00404336-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bl</i>		
Address			
City/State/Zip Code	Tampa	FL	33602
Complaint Information			
Company	tampa bay buccaneers	Tampa Bay Buccaneers	
Comments	football game tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00407061-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	Paralegal Services-Henry Lavado		
Address	5422 Fulmar Drive		
City/State/Zip Code	Tampa	FL	33625
Complaint Information			
Company	Buccaneers		
Comments	Buccaneers Group Tickets		

877-272-7614

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00403204-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Trusted Home Care, Inc., DBA Home Instead Senior Care-Jeannah Haber		
Address	3800 S. Tamiami Trl., Ste. 314		
City/State/Zip Code	Sarasota	FL	34239
Complaint Information			
Company	Group Tickets		
Comments	Sport Event Tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00404336-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bb</i>		
Address			
City/State/Zip Code	Tampa	FL	33602
Complaint Information			
Company	tampa bay buccaneers	Tampa Bay Buccaneers	
Comments	football game tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00407061-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	Paralegal Services-Henry Lavado		
Address	5422 Fulmar Drive		
City/State/Zip Code	Tampa	FL	33625
Complaint Information			
Company	Buccaneers		
Comments	Buccaneers Group Tickets		

buccaneers

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00403425-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] bb		
Address			
City/State/Zip Code	TAVARES	FL	32778
Complaint Information			
Company	TAMPA BAY BUCCANEERS		
Comments	GROUP SEATING TICKETS WWW.BUCCANEERS.COM		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00404438-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Reese's Plants-Philip Reese		
Address	161 Marshall Street		
City/State/Zip Code	Safety Harbor	FL	34695
Complaint Information			
Company	Tampa Bay Buccaneers		
Comments	Football tickets www.buccaneers.com		

Form Type	1088G - Call or Message to Wireless Device (Cell Phone or Pager) Complaint		
Complaint Number	09-T00406284-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] <i>bk</i>		
Address			
City/State/Zip Code	Clearwater	FL	33759
Complaint Information			
Company	http:// m.buccaneers.com		
Comments	Season Tickets for the Tampa Bucs Football team.		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00423438-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Paralegal Services-Henry Lavado		
Address	5422 Fulmar Drive		
City/State/Zip Code	Tampa	FL	33625
Complaint Information			
Company	Buccaneers		
Comments	Individual Game Tickets BUCCANEERS.COM		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00426294-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] <i>bb</i>		
Address			
City/State/Zip Code	Keystone Heights	FL	32656
Complaint Information			
Company	Buccaneers.com		
Comments	<p>GAME TICKETS FOR THE BUCCANEERS WITH GAME LOCATIONS, DATES, AND TIMES</p> <p>THIS COMPLAINT ABOUT A JUNK FAX</p> <p>ALSO INVOLVES THE ISSUE OF A JUNK FAX BEING SENT TO AN UNLISTED NUMBER AS WELL AS THE NUMBER BEING ON TWO (2) DO NOT CALL LISTS : NATIONAL AND FLORIDA.</p> <p>MY HOME PHONE IS UNLISTED.</p> <p>IT IS ON THE NATIONAL DO NOT CALL LIST.</p> <p>IT IS ON THE FLORIDA DO NOT CALL LIST.</p> <p>EVEN THOUGH THE SOLICITATION CAME INTO MY FAX, IT CAME INTO MY UNLISTED PHONE NUMBER.</p> <p>NOTE: THE SECTION BELOW TITLES "DO NOT FAX REQUEST" DOES NOT APPLY IN MY CASE SINCE MY NUMBER IS UNLISTED AND ON THE DO NOT CALL LISTS.</p>		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00433568-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] bl		
Address			
City/State/Zip Code	Tampa	FL	33602
Complaint Information			
Company	buccaneers	tampa bay	buccaneers
Comments	football game tickets www.buccaneers.com		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00490084-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	ALBERT A HAAB CPA-FRANK OWEN, ESQ		
Address	900 S FEDERAL HWY STE C		
City/State/Zip Code	HOLLYWOOD	FL	33020
Complaint Information			
Company	GROUP TICKETS	TAMPA BAY BUCCANEERS	
Comments	BUCCANEERS GROUP TICKETS ONE BUCCANEER PLACE TAMPA FL 33607 WWW.BUCCANEERS.COM ** NO OPT-OUT NOTICE WHATSOEVER		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00557783-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bl</i>		
Address	[REDACTED]		
City/State/Zip Code	TAVARES	FL	32778
Complaint Information			
Company	BUCCANEERS SALES DEPARTMENT	TAMPA BAY BUCCANEERS	
Comments	TAMPA BAY BUCCANEER GROUP TICKETS WWW.BUCCANEERS.COM		

800-745-3000

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00426294-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] b6		
Address	[REDACTED]		
City/State/Zip Code	Keystone Heights	FL	32656
Complaint Information			
Company	Buccaneers.com		
Comments	<p>GAME TICKETS FOR THE BUCCANEERS WITH GAME LOCATIONS, DATES, AND TIMES THIS COMPLAINT ABOUT A JUNK FAX ALSO INVOLVES THE ISSUE OF A JUNK FAX BEING SENT TO AN UNLISTED NUMBER AS WELL AS THE NUMBER BEING ON TWO (2) DO NOT CALL LISTS : NATIONAL AND FLORIDA.</p> <p>MY HOME PHONE IS UNLISTED. IT IS ON THE NATIONAL DO NOT CALL LIST. IT IS ON THE FLORIDA DO NOT CALL LIST.</p> <p>EVEN THOUGH THE SOLICITATION CAME INTO MY FAX, IT CAME INTO MY UNLISTED PHONE NUMBER.</p> <p>NOTE: THE SECTION BELOW TITLES "DO NOT FAX REQUEST" DOES NOT APPLY IN MY CASE SINCE MY NUMBER IS UNLISTED AND ON THE DO NOT CALL LISTS.</p>		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00433568-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bl</i>		
Address			
City/State/Zip Code	Tampa	FL	33602
Complaint Information			
Company	buccaneers	tampa bay buccaneers	
Comments	football game tickets www.buccaneers.com		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00403425-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] 26		
Address			
City/State/Zip Code	TAVARES	FL	32778
Complaint Information			
Company	TAMPA BAY BUCCANEERS		
Comments	GROUP SEATING TICKETS WWW.BUCCANEERS.COM		

Form Type	1088A - Junk-Fax Complaint		
Complaint Number	09-T00404336-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] b6		
Address			
City/State/Zip Code	Tampa	FL	33602
Complaint Information			
Company	tampa bay buccaneers	Tampa Bay Buccaneers	
Comments	football game tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00404438-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	Reese's Plants-Philip Reese		
Address	161 Marshall Street		
City/State/Zip Code	Safety Harbor	FL	34695
Complaint Information			
Company	Tampa Bay Buccaneers		
Comments	Football tickets www.buccaneers.com		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00407061-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	Paralegal Services-Henry Lavado		
Address	5422 Fulmar Drive		
City/State/Zip Code	Tampa	FL	33625
Complaint Information			
Company	Buccaneers		
Comments	Buccaneers Group Tickets		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	09-T00417559-1	Complaint Source	Web
Category		Attachments	No
Complainant Information			
Complainant Details	[REDACTED] bb		
Address			
City/State/Zip Code	Tampa	FL	33610
Complaint Information			
Company	Tampa Bay Buccaneers		
Comments	Group Tickets Claimed that they hired Faxqom who claimed I opted in. That his totally false.		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00490084-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	ALBERT A. HAAB CPA-FRANK OWEN, ESQ		
Address	900 S FEDERAL HWY STE C		
City/State/Zip Code	HOLLYWOOD	FL	33020
Complaint Information			
Company	GROUP TICKETS	TAMPA BAY BUCCANEERS	
Comments	BUCCANEERS GROUP TICKETS ONE BUCCANEER PLACE TAMPA FL 33607 WWW.BUCCANEERS.COM ** NO OPT-OUT NOTICE WHATSOEVER		

Form Type	1088A - Junk Fax Complaint		
Complaint Number	10-T00557783-1	Complaint Source	Web
Category		Attachments	Yes
Complainant Information			
Complainant Details	[REDACTED] <i>bl</i>		
Address	6588 FREEPORT DRIVE		
City/State/Zip Code	TAVARES	FL	32778
Complaint Information			
Company	BUCCANEERS SALES DEPARTMENT	TAMPA BAY BUCCANEERS	
Comments	TAMPA BAY BUCCANEER GROUP TICKETS WWW.BUCCANEERS.COM		